Administrative Services

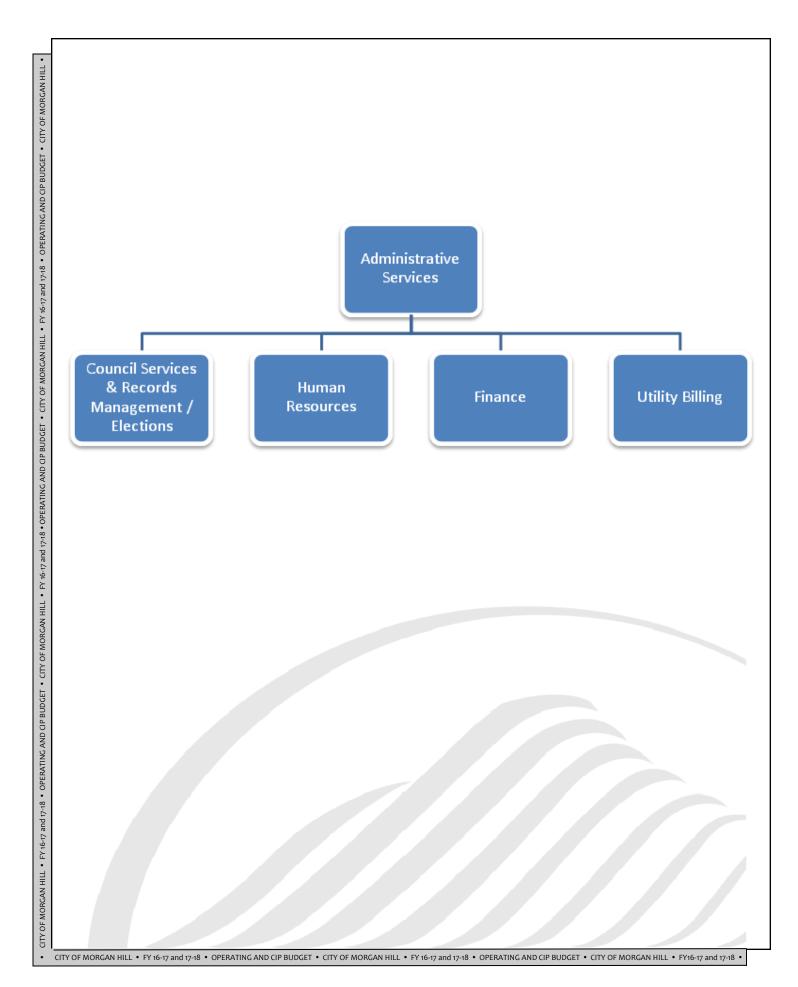
Appropriations Summary

	14-15	15-16	15-16 Year End		16-17		17-18
	Actual	Amended	Projection	Re	commended	R	Recommended
Employee Services	\$ 2,147,876	\$ 2,314,378	\$ 2,399,353	\$	2,631,309	\$	2,788,649
Supplies & Services	567,272	525 , 678	590,322		699,556		528,877
Capital Outlay	53,463	43,803	42,818		24,000		16,120
Debt Services	-	-	-		-		-
Internal Service	277,011	306,835	306,835		417,526		421,195
Transfers Out	31,097	38,138	38,138		30,087		28,023
TOTAL EXPENDITURES	\$ 3,076,719	\$ 3,228,832	\$ 3,377,466	\$	3,802,478	\$	3,782,864

	14-15	15-16	15-16 Year End		16-17		17-18
	Actual	Amended	Projection	Re	ecommended	F	Recommended
HUMAN RESOURCES	\$ 578,740	\$ 589,209	\$ 584,323	\$	720,771	\$	709,787
COUNCIL SERVICES AND RECORDS MANAGEMENT	583,199	608,543	559,791		577,126		601,195
ELECTIONS	89,772	23,195	100,421		165,522		30,669
FINANCE	1,281,316	1,404,331	1,481,141		1,535,461		1,610,125
UTILITY BILLING	543,691	603,553	651,790		803,598		831,089
TOTAL EXPENDITURES BY PROGRAM	\$ 3,076,719	\$ 3,228,832	\$ 3,377,466	\$	3,802,478	\$	3,782,864



• CITY OF MORGAN HILL • FY 16-17 and 17-18 • OPERATING AND CIP BUDGET • CITY OF MORGAN HILL • FY 16-17 and 17-18 • OPERATING AND CIP BUDGET • CITY OF MORGAN HILL • FY 16-17 and 17-18



Human Resources [010-2200]

DIVISION DESCRIPTION

The purpose of the Human Resources (HR) Division is to attract, develop, and retain a qualified and effective team to provide high quality services. It accomplishes this by designing and implementing recruitment and selection processes that are fair and transparent, cost effective, and result in hiring the best candidates. In addition, Human Resources is responsible for managing the following programs: training and development; benefit administration; employee recognition; employee relations; workers' compensation through a third party administrator; classification and compensation; and provides assistance in all employment-related services. Though managed by Human Resources, workers' compensation and unemployment insurance details can be found in the Internal Services Funds section of the budget document.

Human Resources provides all employment-related services to City departments and employees. It implements Federal and State mandates, the City's Personnel Rules, and Memorandums of Understanding (MOUs) as related to employment. Human Resources is responsible for maintaining all employee personnel files, records, and documentation, including performance evaluation records.

The Human Resources structure has transformed over the last five years. Whereas Human Resources once stood alone as a Department, in FY 11-12 Human Resources became a division under the Administrative Services Department and due to budgetary constraints at the time, the vacant Human Resources Director position was eliminated and replaced with a new Human Resources Manager position. Over the last five years, the Human Resources Manager position has gradually evolved, overseeing all Human Resources programs and activities. It is recommended for FY16-17, that the Human Resources Manager position to be re-classified to Human Resources Director and continue to report to the Assistant City Manager for Administrative Services. Also, as a result of increased demands on Human Resources, savings resulting from the costs associated with a previously approved, but not filled, 0.5 FTE office assistant from passport services, are being recommended for reallocation to HR for a new part-time, benefitted Human Resources Assistant. This new position will assist in improving service delivery and outreach to our internal and external customers by providing critical support for all HR services, such as recruitment and hiring, benefits transactions, training and development, personnel records management, and other HR-related activities.

FY 15-16 ACCOMPLISHMENTS

Benefits Administration

- Implemented on-line benefits open enrollment to allow all benefited teammates access to make their own benefit elections during the open enrollment period
- Conducted annual employee benefits open enrollment on-line process and facilitated an open enrollment outreach at the Corporation Yard

Employee Relations

- Organized Employee Recognition Event at which 37 various team members received awards for special
 achievement, in advancing the organization's core values of Challenge, Customer Service, Innovation,
 Professional Growth, Teamwork, and Employee of the Year. Other award categories included: Fist Bump, Thx
 26x/yr, and Pathfinder
- Successfully negotiated new, multi-year MOUs with the City's three bargaining units: American Federation of

Human Resources (continued)

State, County, and Municipal Employees (AFSCME), Local 101, Community Service Officers Association (CSOA), and Morgan Hill Police Officers' Association (POA) for 3 1/2 year contracts, all expiring in December 2018

Partnered with the Leadership Team to organize a Citywide Teammate Appreciation Breakfast

Employee Recruitment and Selection

- Conducted recruitment and selection processes for 23 regular positions
- Created five flexibly-staffed classification series to better meet the needs of departments by providing the flexibility to hire at either level in a series of classifications

Safety and Wellness

- Supported the Morgan Hill Fire Department as they lead the Citywide Safety Program
- Continued to support Work on Wellness (WOW) by providing on-site seminars on various health related topics and hosting a health wellness fair

Training and Organizational Development

- Satisfied the mandated biennial AB1825 Harassment Prevention training by offering the choice to participate in either on-line or in-person training, with a total of 66 managers/supervisors being trained
- Partnered with the City Manager's office to develop, plan, and organize a new one-day Onboarding Orientation for new hires, with plans to schedule quarterly orientations or as needed
- Trained hiring managers to use the on-line applicant tracking software to allow them access to application materials
- Coordinated and scheduled various trainings and webinars on a range of Human Resources topics
- Implemented California's new Paid Sick Leave Law (AB 1522) which took effect on July 1, 2015, which entitles most temporary, part-time, and seasonal employees to accrue and use up to three paid sick leave days in a 12-month period, as long as they work 30 days or more within a year of beginning employment
- Served on the Citywide Emergency Operations Center's (EOC) Logistics Team
- Facilitated a Workflow Process Study for the Administrative Front Counter Team at City Hall

ACTIVITY GOALS

FY 16-17

- Update City of Morgan Hill Personnel Rules
- Collaborate with Information Services and City Manager's office to develop and implement a City Intranet
- Partner with the Fire Department in developing and implementing a volunteer Morgan Hill firefighter program
- Update job descriptions as new recruitments commence and as needed to reflect positions' desired outcomes

FY 17-18

- Provide state-mandated biennial AB1825 Harassment Prevention training to all supervisors and managers and offer the choice to participate in either on-line or in-person training
- Lead the succession planning effort and include a cross-section of teammates from other departments to participate

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Human Resources (continued)

COUNCIL GOALS

Protecting the Environment

- Continue to use an on-line applicant tracking software that reduces paper by accepting on-line job applications.

 This system also allows hiring managers to view applications on-line rather than printing paper copies
- Continue to use an on-line benefits open enrollment software that allows employees to make changes on-line rather than on paper

Maintaining Fiscal Responsibility

• Successfully negotiated fiscally responsible labor agreements with the City's three bargaining groups, while continuing to provide salaries and benefits that attract and retain a qualified workforce

Fostering a Positive Organizational Culture

Continue to recognize and reward teammates at recognition events, including the annual Teammate Peak
 Performance Event and Appreciation Breakfast

Preserving and Cultivating Public Trust

• Continue to post labor agreements, employment contracts, job descriptions, and salaries on the City's website

Improving our Communication

- Work with Information Services and City Manager's Office to create a City Intranet to help disseminate information and announce Human Resources events and provide resources
- Provide off-site HR visits to City teammates at other work locations to provide HR information and make presentations when needed

Participating in Regional Initiatives

 Continue representation of Morgan Hill through participation in regional associations relating to Human Resources such as: CalPELRA (California Public Employers Labor Relations Association), LABM (Local Agency Benefit Managers) and SCCHRD (Santa Clara County Human Resources Directors)

FINANCIAL COMMENTS

There is a nominal general fund savings associated with the elimination of temporary part-time salaries in HR, as well as the transfer the half-time, benefitted Human Resources Assistant position from Council Services and Records Management (Passport Services) as discussed above. The net fiscal impact for the reclassification to the Human Resources Director position for the initial year is approximately \$19,000.

Human Resources (continued)

Expenditure Details	14-15	15-16	15-16	16-17	17-18
			Year End		
Object Description	Actual	Amended	Projection	Recommended	Recommended
41100 SALARIES - GENERAL	311,531	327,479	337,260	388,570	414,450
41271 SALARIES - PART-TIME TEMP	8,123	25,182	17,000	-	-
41320 EARNED LEAVE LIABILITY	10,242	11,888	11,888	12,603	13,107
41490 OVERTIME - GENERAL	189	-	-	-	-
41620 RETIREMENT - GENERAL	54,574	37,560	62,296	69,965	76,697
41690 DEFERRED COMPENSATION	4,233	6,517	7,090	8,591	9,006
41700 GROUP INSURANCE	22,828	23,316	28,190	36,512	37,679
41701 MEDICARE	4,542	5,152	4,827	5,364	5,724
41701 MEDICARE PTT AND OT	-	-	247	-	-
41730 INCOME PROTECTION INS	3,316	2,848	3,626	4,143	4,143
41760 WORKERS COMP	7,939	16,998	8,663	9,714	10,362
41760 WORKERS COMP PTT AND OT	-	-	425	-	-
41799 BENEFITS	2,231	2,642	3,094	2,768	2,768
Salaries Total	429,748	459,582	484,607	538,230	573,936
42214 TELEPHONE	1,884	2,758	1,281	1,308	1,334
42231 CONTRACT SERVICES	54,900	37,794	21,246	71,496	22,926
42244 STATIONERY & OFFICE SUPPLIES	2,208	1,634	1,263	1,256	1,281
42245 COMPUTER HARDWARE-NON CAPITAL	1,708	-	-	1,000	1,020
42246 COMPUTER SOFTWARE-NON CAPITAL	-	-	501	500	510
42248 OTHER SUPPLIES	10,947	450	2,550	2,050	2,091
42252 PHOTOCOPYING	648	888	500	500	510
42254 POSTAGE & FREIGHT	277	553	1,600	1,600	1,632
42257 PRINTING	59	145	400	300	306
42261 AUTO MILEAGE	451	1,591	364	750	765
42299 OTHER EXPENSE	28,429	37,250	25,622	10,700	10,914
42408 TRAINING & EDUCATION	3,208	1,061	550	550	561
42409 CITY-WIDE TRAINING	3,000	10,609	9,545	9,010	9,190
42415 CONFERENCE & MEETINGS	2,281	5,305	5,330	26,000	26,520
42423 MEMBERSHIP & DUES	-	1,114	1,090	1,240	1,265
42435 SUBSCRIPTION & PUBLICATIONS	34	15	400	400	408
Supplies Total	110,032	101,168	72,242	128,660	81,233
43840 COMPUTER EQUIPMENT	-		-	-	-
43845 COMPUTER SOFTWARE	13,740	1,260	275		-
Capital Total	13,740	1,260	275	-	-
45003 GENERAL LIABILITY INSURANCE	5,078	6,084	6,084	9,447	10,392
45004 BUILDING MAINT - CURRENT SERVICES	8,500	8,260	8,260	19,062	18,341
45005 BUILDING MAINT - FUTURE REPLACEMENT	1,065	1,096	1,096	1,129	1,163
45009 INFO SYSTEM SERVICES	6,920	8,100	8,100	21,103	21,103
Internal Services Total	21,562	23,540	23,540	50,741	50,998
49241 TRANSFER OUT-BOND/DEBT	3,659	3,659	3,659	3,140	3,619
Transfer Total	3,659	3,659	3,659	3,140	3,619
2200 - Human Resources Total	578,740	589,209	584,323	720,771	709,787
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Council Services and Records Management [010-2410]

DIVISION DESCRIPTION

In conjunction with the City Manager, Council Services and Records Management works to prepare the City Council, Successor Agency, Financing Authority, Wastewater Facilities Financing Authority, Parking Authority, and Oversight Board meeting agendas and packets. Through an agreement with the Santa Clara Valley Habitat Agency, Council Services and Records Management also prepares the Santa Clara Valley Habitat Agency Governing Board, Implementation Board and Public Advisory Committee agendas and packets. This includes coordinating agenda materials and distribution of the packets to the Council and Board Members, employees, and the public. Following the Council and Board meetings, Council Services and Records Management creates the official record of the meetings consisting of transcribing and distributing minutes and ensuring that all legal documents are executed and recorded appropriately and in accordance with the law.

Council Services and Records Management administers the City-wide records management program, overseeing proper maintenance, archiving, retention and destruction of City records and administers the City's document imaging system. Council Services and Records Management also serves as the filing office for filings such as those mandated by the Political Reform Act and AB1234 (Ethics Training), as well as subpoenas, claims, bid processes and other legal filings. In addition to ensuring compliance with the Public Records Act by coordinating with employees throughout the City to accurately locate, compile, review and provide responsive records, Council Services and Records Management also ensures compliance with the Brown Act and is responsible for the codification of ordinances and update of the Municipal Code. Council Services and Records Management serves as the link between citizens and the City Council and provides cross-departmental processing of incoming and outgoing mail and supports the Mayor and Council Members.

Council Services and Records Management also operates the City's Passport Acceptance facility. This service is available to any member of the public. As other agencies have closed their passport facilities, Morgan Hill has seen a steady escalation of passport activity over the past five years. In order to continue to provide a high level of service to both our internal and external customers, the passport operating model has moved to appointment only. This change allows Council Services and Records Management to both provide the continued excellent passport services, as well as, to increase service levels to all customers.

Also, as discussed in the narrative for Human Resources, savings resulting from the costs associated with a previously approved, but not filled, .5 FTE office assistant from passport services, are being recommended for reallocation to HR for a new part-time, benefitted Human Resources Assistant.

For the Recommended Biennial Budget, Staff recommends that the position of Council Services and Records Coordinator be reclassified to Council Services and Records Supervisor to better align the position's tasks and responsibilities. This position will continue to report into the Assistant City Manager for Administrative Services.

FY 15-16 ACCOMPLISHMENTS

- Continued partnership with the Santa Clara Valley Habitat Agency (Agency) to provide the following services:
 - Administrative Services Agreement to provide Agency Board clerk services, including agendas and minutes
 - o Property Use Agreement providing office space for the Agency Office, including working with the Information

Council Services and Records Management (continued)

Services Division to renovate the office space for lease

- Continued partnership with the United States Department of State, Passport Agency as a Passport Acceptance facility processing over 1,800 passport applications during the federal fiscal year and acknowledged by the United States Department of State, Passport Agency as a facility that is performing at an outstanding level and provides an excellent service to the community
- Enhanced access of the City Council agenda packets on the City's website by broadcasting all City Council
 meetings and workshops on the City website using Granicus, thus allowing citizens quick and user-friendly access
 to meetings and agendas

ACTIVITY GOALS

FY 16-17

- Update the records management program and assist City departments with the indexing, transfer, storage, retrieval, eventual destruction and monitoring of historical documents to the Records Center
- Update and implement the City's Retention Schedule in conjunction with the City Attorney's office
- Facilitate the recruitment, interviews and appointment process to fill various vacancies on the Council's appointed boards and commissions
- Implement and install an electronic filing and tracking system for all form 700 & 800 filing forms and for all campaign disclosure forms
- Process and track Fair Political Practices Commission Statement of Economic Interests and AB1234 training completion certificates
- Mentor and train employees in the processing of California Public Records Act requests, the Brown Act, website agenda posting, minutes production, City Council meeting follow-up, and indexing of historical documents

FY 17-18

- Implement the City's Retention Schedule to manage stored records
- Facilitate the recruitment, interviews and appointment process to fill various vacancies on the Council's appointed boards and commissions
- Process and track Fair Political Practices Commission Statement of Economic Interests and AB1234 training completion certificates
- Mentor and train employees in the processing of California Public Records Act requests, the Brown Act, website
 agenda posting, minutes production, City Council meeting follow-up, familiarity with Department's policies and
 procedures, indexing of historical documents

COUNCIL GOALS

Council Services and Records Management will implement policies and activities that are aligned with the priorities, goals and strategies the City Council has set for 2016:

Support Youth

• Continue to support youth by providing tours of City Hall and Council Chamber to the various schools and youth groups within the community

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Council Services and Records Management (continued)

Preserving and Cultivating Public Trust

- Continue to provide the City Council agendas to the public in a variety of media to enhance community engagement by exploring the possibilities of providing City Council agendas in Spanish
- Utilize Granicus' Legistar which provides increased employee efficiency and transparency to the public
- Continue to respond to Public Record Requests in a timely manner

Participating in Regional Issues

- Continue representation of Morgan Hill through participation in regional associations relating to Council Services and Records management such as: MMANC (Municipal Managers of Northern California), Northern Division CCAC (California City Clerk's Association), and Northern Division ARMA (Association of Records Managers and Administrators)
- Continue partnership with the Santa Clara Valley Habitat Agency

FINANCIAL COMMENTS

Costs for positions are distributed between the Council Services and Records Management and Elections budgets. There is a reduction in salaries resulting from the transfer the half-time, benefitted Passport Office Assistant position to Human Resources Assistant position.

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Council Services and Records Management (continued)

Expenditure Details	14-15	15-16	15-16	16-17	17-18
			Year End		
Object Description	Actual	Amended	Projection	Recommended	Recommended
41100 SALARIES - GENERAL	310,705	308,014	290,950	284,917	297,959
41210 SALARIES - ELECTED/APPOINTED	2,405	2,448	2,399	2,467	2,545
41271 SALARIES - PART-TIME TEMP	(958)	-	815	-	-
41320 EARNED LEAVE LIABILITY	3,306	4,926	4,926	4,331	4,505
41490 OVERTIME - GENERAL	585	-	-	2,500	2,550
41620 RETIREMENT - GENERAL	54,591	77,985	52,195	51,673	55,546
41690 DEFERRED COMPENSATION	3,682	5,929	4,283	4,794	5,038
41700 GROUP INSURANCE	65,013	68,833	70,677	89,381	93,841
41701 MEDICARE	4,143	4,360	3,836	3,852	4,076
41701 MEDICARE PTT AND OT	-	-	12	36	37
41730 INCOME PROTECTION INS	4,842	3,447	4,593	3,158	3,158
41760 WORKERS COMP	7,807	14,945	7,283	7,185	7,513
41760 WORKERS COMP PTT AND OT	-	-	20	63	64
41799 BENEFITS	1,673	1,806	1,751	1,398	1,398
Salaries Total	457,794	492,693	443,741	455,755	478,229
42214 TELEPHONE	2,693	2,971	2,112	2,120	2,162
42231 CONTRACT SERVICES	12,241	10,280	11,790	11,970	12,209
42236 BANK CARD SERVICE FEES	675	378	230	250	255
42244 STATIONERY & OFFICE SUPPLIES	4,719	5,917	5,917	3,000	3,060
42245 COMPUTER HARDWARE-NON CAPITAL	3,304	1,273	1,150	600	612
42246 COMPUTER SOFTWARE-NON CAPITAL	-	637	-	500	510
42248 OTHER SUPPLIES	661	1,061	800	2,500	2,550
42250 ADVERTISING	555	530	530	550	561
42252 PHOTOCOPYING	594	1,000	650	650	663
42254 POSTAGE & FREIGHT	2,588	2,266	2,850	6,160	6,283
42257 PRINTING	221	309	310	310	316
42261 AUTO MILEAGE	1,308	1,200	1,200	1,200	1,224
42298 HABITAT EXPENSE				1,200	1,224
42299 OTHER EXPENSE	41	515 160	73 160	- 285	166
	303			-	
42408 TRAINING & EDUCATION	2,799	3,183	4,000	4,500	4,590
42415 CONFERENCE & MEETINGS	1,366	1,957	2,200	3,000	3,060
42423 MEMBERSHIP & DUES	965	1,004	975	1,075	1,097
42435 SUBSCRIPTION & PUBLICATIONS	186	228	121	235	240
Supplies Total	35,218	34,868	35,068	38,905	39,558
43845 COMPUTER SOFTWARE	18,050	-	-	6,000	6,120
Capital Total	18,050		-	6,000	6,120
45003 GENERAL LIABILITY INSURANCE	9,193	10,489	10,489	12,532	13,785
45004 BUILDING MAINT - CURRENT SERVICES	10,200	9,912	9,912	29,645	28,523
45005 BUILDING MAINT - FUTURE REPLACEMENT	1,597	1,645	1,645	1,694	1,745
45009 INFO SYSTEM SERVICES	45,660	53,448	53,448	28,408	28,408
Internal Services Total	66,650	75,493	75,494	72,280	72,462
49241 TRANSFER OUT-BOND/DEBT	5,488	5,488	5,488	4,186	4,826
Transfer Total	5,488	5,488	5,488	4,186	4,826
2410 - Council Svs & Records Management Total	583,199	608,543	559,791	577,126	601,195

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Elections [010-2420]

DIVISION DESCRIPTION

This Division is headed by the Elected City Clerk, who serves as the Elections Official for the City of Morgan Hill and is also responsible for election procedures, including State of California campaign disclosure filings.

The City Clerk is elected by the citizens of Morgan Hill and administers oaths of office to City of Morgan Hill elected and appointed officials and to City employees.

ACTIVITY GOALS

FY 16-17

- Amend the City's Conflict of Interest Code Reporting Categories and Designated Filers; as warranted and required by the State of California Fair Political Practices Commission
- Implement and install an electronic filing and tracking system for all form 700 & 800 filing forms and for all campaign disclosure forms
- Assist candidates with the nomination process for the November 8, 2016 General Municipal Election
- Facilitate the use of City facility as a polling precinct, if requested by the Santa Clara County, Registrar of Voters

FY 17-18

- Amend the City's Conflict of Interest Code Reporting Categories and Designated Filers; as warranted and required by the State of California Fair Political Practices Commission
- Process and track all campaign, candidate and committee filings using the electronic filing system
- Facilitate the use of City facility as a polling precinct, if requested by the Santa Clara County, Registrar of Voters

FINANCIAL COMMENTS

General Municipal Elections are held in even-numbered years. For FY 16-17 funding is included for the election of officers. For the five seats up for election, the estimated cost is \$96,021. In the 2014 election, the cost for three seats was \$70,612 and in 2012 the cost for five seats was \$68,000. Funds have been allocated for a potential City initiated measure. Funds have also been allocated in the 207 fund for a potential RDCS extension ballot measure. No funding is included for elections expenses for FY 17-18.

Elections (continued)

Expenditure Details	14-15	15-16	15-16	16-17	17-18
			Year End		
Object Description	Actual	Amended	Projection	Recommended	Recommended
41100 SALARIES - GENERAL	9,886	9,944	10,553	11,277	11,614
41320 EARNED LEAVE LIABILITY	170	197	197	277	288
41620 RETIREMENT - GENERAL	1,722	1,720	1,884	2,045	2,165
1690 DEFERRED COMPENSATION	99	199	105	113	116
41700 GROUP INSURANCE	2,034	2,089	2,122	2,256	2,367
41701 MEDICARE	131	146	137	142	148
1730 INCOME PROTECTION INS	120	100	122	122	122
41760 WORKERS COMP	245	497	262	282	290
1799 BENEFITS	102	102	102	103	103
Salaries Total	14,509	14,994	15,484	16,617	17,213
2214 TELEPHONE	25	62	30	30	31
12231 CONTRACT SERVICES	70,612	1,660	77,361	140,600	5,000
2244 STATIONERY & OFFICE SUPPLIES	97	266	186	200	204
2250 ADVERTISING	972	515	2,000	1,000	1,020
2252 PHOTOCOPYING	82	212	130	75	77
2254 POSTAGE & FREIGHT	26	106	25	50	51
2257 PRINTING	-	212	-	-	-
2408 TRAINING & EDUCATION	2,882	4,562	4,562	5,500	5,610
2423 MEMBERSHIP & DUES	105	113	113	115	117
2435 SUBSCRIPTION & PUBLICATIONS	287	283	320	400	408
Supplies Total	75,088	7,991	84,727	147,970	12,517
5003 GENERAL LIABILITY INSURANCE	175	210	210	278	306
5004 BUILDING MAINT - CURRENT SERVICES	-	-	-	657	632
Internal Services Total	175	210	210	935	938
20 - Elections Total	89,772	23,195	100,421	165,522	30,669

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Finance [010-2510]

DIVISION DESCRIPTION

Finance maintains the financial records of the City and prepares financial and statistical data applicable to all funds of the City and the Successor Agency to the former Redevelopment Agency.

Responsibilities include cash management; investment; budgeting; financial forecasting; accounting; cashier operations; business license administration; debt management; payroll; purchasing; payables; receivables (including billing and collection of City accounts); financial system information and support to other departments.

Finance works closely with the elected City Treasurer to assure timely and appropriate investment of City funds, in compliance with the City's Investment Policy and Procedures.

For the Recommended Biennial Budget, Finance is requesting a high level accounting manager position to improve span of control and service delivery and to provide much needed cross-training of Finance teammates. The workload over the years has continued to increase and an additional teammate will ensure complete, accurate, and timely financial reporting. In addition, this position would be instrumental in the implementation of internal control procedures that were recommended by the City's independent external auditor. Also, staff recommends the reclassification of the Assistant Finance Director to the Finance Director classification to better align the position's tasks and responsibilities. This position will continue to report into the Assistant City Manager for Administrative Services.

FY 15-16 ACCOMPLISHMENTS

- The City received an award from the Government Finance Officers Association (GFOA) for achieving the highest standards in governmental accounting and financial reporting for the FY 14-15 Comprehensive Annual Financial Report; the City has received the award 21 consecutive years
- The City received the GFOA and California Society of Municipal Finance Officers (CSMFO) awards for excellence in budgeting for the FY 15-16 Operating and CIP Budget
- On behalf of the City Manager, conducted several reviews and revisions of the current and five-year revenue, expenditure, and fund balance projections for all major funds in accordance with the City Council's sustainable budget strategy. As part of formulating the FY 16-18 Budget document, worked with the City Manager to create five-year projections of revenue, expenditures and fund balance for all major funds
- Coordinated, compiled, audited and submitted to the County and State one semi-annual and one annual Recognized Obligation Payment Schedules (ROPS) and the corresponding true-ups of actual expenditures from prior ROPS periods
- Completed periodic reporting on post-issuance compliance for tax-advantaged bonds to City Council
- Implemented Business License track of TRAKiT automated building permitting system
- Purchased and implemented Tyler's Eden Advanced Budgeting software to assist in management and monitoring of the budget process
- Worked with City Manager and department heads to implement a two-year budget process
- Together with Public Works and NBS, completed the City's Comprehensive Water and Wastewater Rate Study, resulting in water and wastewater rate adjustments which were adopted by City Council
- At City Council direction, successfully completed refinancing of several outstanding bond issues at lower interest rates, resulting in significant savings for the City and for taxpayers located in the City's two large business parks –

Finance (continued)

Morgan Hill Ranch and Madrone Business Park

- Worked with City Manager to address the City's PERS pension and retiree health insurance (OPEB) unfunded obligations by establishing a Trust Fund, with Public Agency Retirement Services (PARS) as Trust Administrator
- At City Council direction, worked with the City's Economic Development Team in selecting the audit firm of DavisFarr to initiate an audit on Transient Occupancy Tax (TOT) reporting and remittance

ACTIVITY GOALS

FY 16-17

- Continue to support the City Manager and operating departments in monitoring and refining the 5-year projections of revenues, expenditures and fund balances for all major funds
- Continue to work with DavisFarr and the City's Economic Development Team to finalize the TOT audit and present the audit results to City Council
- Continue to work with Information Services to refine reports within the financial accounting system
- Continue to cross-train Finance teammates in various functions to ensure continuity of department operation and effective succession planning
- Evaluate and implement automated fixed assets software to streamline the management and monitoring of City's fixed assets

FY 17-18

- Continue to support the City Manager and operating departments in monitoring and refining the 5-year projections of revenues, expenditures and fund balances for all major funds
- Continue to work with City's Economic Development Team to manage and monitor TOT reporting and remittance
- Continue to cross-train Finance teammates in various functions to ensure continuity of department operation and effective succession planning

COUNCIL GOALS

Finance (including Utility Billing) will continue to engage in activities that are aligned with the priorities, goals and strategies the City Council has set for 2016:

Maintain Fiscal Responsibility

- Continue to safeguard City's assets and maintain and implement appropriate controls to ensure financial compliance with regulations
- Continue City tradition of developing a prudent and balanced budget with effective long-term financial planning

Participate in Regional Issues

Continue representation of Morgan Hill through participation in regional associations relating to Finance such as:
 League of California Cities, California Society of Municipal Finance Officers, California Municipal Revenue and Tax
 Association, Association for Government Accountants (AGA), and County of Santa Clara Finance Officers Group

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Finance (continued)

Preserving and Cultivating Public Trust

- Continue to be transparent by posting City employee compensation by employee name and by compensation element, on the City's website within 3 months after calendar year end
- Continue timely preparing and reporting of City's financial and investment reports to keep City officials, community and stakeholders informed on the financial health of the City

FINANCIAL COMMENTS

Finance is a division of the Administrative Services Department and is funded in part by the general fund, and through the general fund administrative cost allocation plan. The net fiscal impact for the accounting manager position is approximately \$143,000 per year. The net fiscal impact for the reclassification to the Finance Director position for the initial year is approximately \$5,000.

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Finance (continued)

Expenditure Details	14-15	15-16	15-16	16-17	17-18
			Year End		
oject Description	Actual	Amended	Projection	Recommended	Recommende
41100 SALARIES - GENERAL	650,502	699,606	694,755	758,407	800,72
41210 SALARIES - ELECTED/APPOINTED	2,405	2,448	2,399	2,467	2,54
41271 SALARIES - PART-TIME TEMP	16,696	20,000	61,292	20,000	21,000
41320 EARNED LEAVE LIABILITY	11,244	9,322	9,322	10,491	10,910
41490 OVERTIME - GENERAL	7,993	2,575	9,000	9,000	10,000
41620 RETIREMENT - GENERAL	117,107	108,891	132,032	137,842	149,57
41690 DEFERRED COMPENSATION	12,059	13,981	13,612	16,603	17,57
41700 GROUP INSURANCE	85,258	96,779	107,685	117,232	122,57
41701 MEDICARE	9,087	10,567	9,476	9,293	9,90
41701 MEDICARE PTT AND OT	-	-	1,019	421	45
41730 INCOME PROTECTION INS	6,926	6,592	7,378	7,550	7,55
41760 WORKERS COMP	17,016	35,663	18,993	19,086	20,14
41760 WORKERS COMP PTT AND OT	-	-	1,757	725	77
41799 BENEFITS	3,031	4,095	5,241	4,554	4,55
Salaries Total	939,323	1,010,519	1,073,961	1,113,670	1,178,28
42214 TELEPHONE	6,281	7,702	7,702	8,000	8,30
42231 CONTRACT SERVICES	84,032	69,105	69,105	83,500	86,00
42233 AUDIT FEES	32,805	70,959	80,000	49,000	55,00
42236 BANK CARD SERVICE FEES	27,303	23,574	24,458	24,000	24,00
12244 STATIONERY & OFFICE SUPPLIES	16,455	10,017	11,012	10,300	10,60
42245 COMPUTER HARDWARE-NON CAPITAL	4,494	4,000	6,000	4,000	4,00
42246 COMPUTER SOFTWARE-NON CAPITAL	506	-	352	500	50
42248 OTHER SUPPLIES	1,037	500	1,550	1,000	1,00
42250 ADVERTISING	1,301	234	1,500	3,000	1,50
42252 PHOTOCOPYING	2,464	2,997	2,997	3,100	3,20
42254 POSTAGE & FREIGHT	7,992	8,509	8,509	8,800	9,00
42257 PRINTING	2,325	465	2,500	2,600	2,70
42261 AUTO MILEAGE	597	530	500	600	70
12408 TRAINING & EDUCATION	1,082	7,416	4,000	5,000	5,00
42415 CONFERENCE & MEETINGS	1,319	2,163	1,500	2,000	2,00
42423 MEMBERSHIP & DUES	735	806	1,020	1,000	1,00
42435 SUBSCRIPTION & PUBLICATIONS	406	424	424	500	50
42531 MAINT - FURNITURE/OFFICE EQUIP		361	-		-
Supplies Total	191,136	209,762	223,129	206,900	215,00
13840 COMPUTER EQUIPMENT		-	-	-	-
43845 COMPUTER SOFTWARE	21,673	42,543	42,543	10,000	10,00
Capital Total	21,673	42,543	42,543	10,000	10,00
45003 GENERAL LIABILITY INSURANCE	14,271	17,622	17,622	24,536	26,99
5004 BUILDING MAINT - CURRENT SERVICES	33,999	33,039	33,039	51,468	49,52
5005 BUILDING MAINT - FUTURE REPLACEMENT	5,322	5,482	5,482	5,646	5,81
15009 INFO SYSTEM SERVICES	57,299	67,072	67,072	114,867	114,86
Internal Services Total	110,892	123,215	123,215	196,518	197,19
49241 TRANSFER OUT-BOND/DEBT	18,293	18,293	18,293	8,373	9,65
Transfer Total	18,293	18,293	18,293	8,373	9,65
510 - Finance Total	1,281,316	1,404,331	1,481,141	1,535,461	1,610,12

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Utility Billing [650-5750]

DIVISION DESCRIPTION

Utility Billing is responsible for the monthly billing of fees for water and wastewater services. With a customer base of approximately 13,500 active accounts, the Utility Billing function continues to emphasize customer satisfaction by assisting customers with opening and closing accounts; at the counter with payments and questions; and providing consistent high quality customer service on the telephone regarding account status and accepting credit card payments, particularly online. Utility Billing staff also responds to general City Hall inquiries and refers City customers to appropriate departments.

FY 15-16 ACCOMPLISHMENTS

- Maintained the Online Utility Billing website to reflect most current information
- Implemented real time data upload to customer accounts for web access
- Performed services study to ensure the best possible configuration for City Hall customer service, in which utility billing plays a significant part
- Provided analytical data as requested for Water and Wastewater rate study
- Implemented processes to improve past due collections

ACTIVITY GOALS

FY 16-17 and 17-18

- Provide customer support, assistance and information to address on-going drought
- Perform major upgrade of billing software (Incode) and create test environment
- Prepare and issue Request for Proposal for bill print and mail services
- Promote e-billing to improve customer service (faster delivery) and reduce use and cost of supplies
- Continue to promote the use of online bill pay and the new WaterSmart data accessibility features
- Analyze division processes for effectiveness and develop priorities for ongoing tasks
- Update, as necessary, divisional procedures manuals

COUNCIL GOALS

The activities below align with the priorities, goals, and strategies the City Council has set for 2016:

Preserving and cultivating public trust

- Ensuring utility bills are generated accurately and on-time
- Protecting the Environment
- Promoting paperless billing and electronic payment enrollment through online bill pay service
- Enhancing Our Services
- Promoting the WaterSmart feature, allowing customers to monitor their own water consumption in real time

Improving Our Communication

- Ensuring all customer service requests are replied within 1 business day
- Utilizing bill mailing inserts feature to communicate various Citywide information

FINANCIAL COMMENTS

The Utility Billing function is the responsibility of Finance, and is funded by water and wastewater utility user fees.

Utility Billing (continued)

Expenditure Details	14-15	15-16	15-16	16-17	17-18
			Year End		
Object Description	Actual	Amended	Projection	Recommended	Recommended
41100 SALARIES - GENERAL	197,034	217,289	252,168	336,543	359,139
41271 SALARIES - PART-TIME TEMP	-	-	-	-	-
41320 EARNED LEAVE LIABILITY	5,916	4,385	4,385	5,942	6,180
41490 OVERTIME - GENERAL	330	-	1,800	1,250	1,250
41620 RETIREMENT - GENERAL	34,610	42,198	45,436	61,035	66,951
41690 DEFERRED COMPENSATION	2,443	3,212	4,841	6,625	7,075
41700 GROUP INSURANCE	55,473	51,825	58,719	77,545	81,375
41701 MEDICARE	2,564	3,170	3,187	4,406	4,763
41701 MEDICARE PTT AND OT	-	-	26	18	18
41730 INCOME PROTECTION INS	2,194	2,345	2,742	3,609	3,609
41760 WORKERS COMP	4,898	10,864	6,340	8,414	8,979
41760 WORKERS COMP PTT AND OT	-	-	45	31	31
41799 BENEFITS	1,040	1,302	1,871	1,618	1,618
Salaries Total	306,503	336,590	381,560	507,037	540,988
42214 TELEPHONE	2,100	5,305	5,305	5,464	5,628
42231 CONTRACT SERVICES	50,478	50,071	50,071	51,573	53,120
42236 BANK CARD SERVICE FEES	45,260	59,489	59,489	61,274	61,274
42244 STATIONERY & OFFICE SUPPLIES	979	1,273	1,528	1,311	1,351
42245 COMPUTER HARDWARE-NON CAPITAL	4,808	1,000	1,000	1,030	1,061
42246 COMPUTER SOFTWARE-NON CAPITAL	-	-	2,500	-	-
42248 OTHER SUPPLIES	237	-	116	-	-
42250 ADVERTISING	-	-	-	-	-
42252 PHOTOCOPYING	108	115	100	118	122
42254 POSTAGE & FREIGHT	50,248	53,045	53,045	54,636	56,275
42257 PRINTING	947	849	1,200	950	950
42261 AUTO MILEAGE	123	-	-	-	-
42408 TRAINING & EDUCATION	492	743	743	765	788
42415 CONFERENCE & MEETINGS	-	-	59	-	-
42435 SUBSCRIPTION & PUBLICATIONS	20	-	-	-	-
Supplies Total	155,798	171,889	175,156	177,121	180,569
43840 COMPUTER EQUIPMENT	-	-	-	8,000	-
Capital Total	-	-	-	8,000	-
45003 GENERAL LIABILITY INSURANCE	4,816	5,769	5,769	9,142	10,056
45004 BUILDING MAINT - CURRENT SERVICES	6,800	6,608	6,608	20,969	20,175
45005 BUILDING MAINT - FUTURE REPLACEMENT	1,065	1,096	1,096	1,129	1,163
45009 INFO SYSTEM SERVICES	21,554	25,230	25,230	17,857	17,857
45010 GF ADMIN	43,498	45,673	45,673	47,956	50,354
Internal Services Total	77,732	84,376	84,376	97,052	99,604
49241 TRANSFER OUT-BOND/DEBT	3,659	3,659	3,659	4,186	4,826
49321 TRANSFER OUT - EMPLOYEE BENEFITS FUND	-	7,039	7,039	10,202	5,101
Transfer Total	3,659	10,698	10,698	14,388	9,927
5750 - Utility Billing Total	543,691	603,553	651,790	803,598	831,089

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